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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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December 29, 2005

TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: J. Tyler McCauley *JTM*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – GIRLS AND
BOYS TOWN OF SOUTHERN CALIFORNIA, DEMPSEY AND
FLANAGAN GROUP HOMES**

We have completed a review of Dempsey and Flanagan Group Homes (Group Home or Agency) operated by Girls and Boys Town of Southern California. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Dempsey Group Home is an eight-bed facility, which provides care for girls ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Dempsey Group Home was providing services for seven Los Angeles County DCFS children.

Flanagan Group Home is a six-bed facility, which provides care for girls ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Flanagan Group Home was providing services for six Los Angeles County DCFS children.

Flanagan and Dempsey Group Homes are located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program

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Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

The Agency is providing the treatment services as outlined in their Program Statement. However, the Agency needs to address several deficient areas.

Both Group Homes need to provide children with the required minimum weekly allowance.

Dempsey Group Home needs to clean the carpet throughout the facility; clean the classroom bathroom; and clean the upstairs bathroom.

Flanagan Group Home needs to repair the blinds and the love seat in the common living area; clean the carpet throughout the facility; clean the bathroom; clean the stove/oven; and replace all worn pots and pans.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
Keith Diedrick, Executive Director, Girls and Boys Town
Public Information Office
Audit Committee

Girls and Boys Town
Dempsey Group Home
3741 West 27th Street
Los Angeles, California 90018
Phone: (323) 732-2600
License Number: 197601663
Rate Classification Level: 11

I. Facility and Environment

Method of assessment – Observation

Comments:

Dempsey Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpeting throughout the facility is stained and dirty. The classroom bathroom and the upstairs bathroom are not clean.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Girls and Boys Town Management:

- a. Clean the carpet throughout the facility.**
- b. Clean the classroom and the upstairs bathroom.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

2. Girls and Boys Town management provide children with the required minimum base allowance.

**Girls and Boys Town
Flanagan Group Home
3745 West 27th Street
Los Angeles, California 90018
Phone: (323) 732-4900
License Number: 197601664
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Flanagan Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in the common areas, the carpeting is stained and dirty, the loveseat is torn, and the window blinds have missing slates. In the bathroom, the paper towel holder and trash bin are dirty. In the kitchen, the interior and exterior of the stove are dirty, and pots and pans are worn and dirty.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Girls and Boys Town Management:

- a. Clean the carpet throughout the home.**
- b. Repair and/or replace the torn loveseat in the living area.**
- c. Replace the missing slates on the window coverings.**

- d. Clean the bathroom.
- e. Clean the interior and exterior of the stove.
- f. Replace the dirty and worn pots and pans.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive, and include long and short-term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no residents receiving psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

2. Girls and Boys Town management provide children with the required minimum base allowance.



October 5, 2005

Candace Rhue, Group Home Audit Supervisor
Department of Auditor – Controller, Kenneth Hahn Hall of Administration
500 West Temple Street, Room 515-A
Los Angeles CA 90012

Dear Ms Rhue,

Enclosed please find our corrective action plan in response to the audit report that came from your office dated September 28, 2005. The audit was conducted at our facility on August 30, 2005 and September 1, 2005.

I. Facility and Environment – Dempsey

Recommendations

1. Girls and Boys Town Management: Dempsey

a. Clean the carpet throughout the home, and the back garage classroom.

Response – A work order has been generated and submitted to the maintenance staff requesting that the carpets be steam cleaned through out the home. A capital item request for the purchase of new carpet has been submitted to the Finance Department for consideration at the next review of the budget for the upcoming year.

b. Clean the bathroom in the classroom.

Response – The classroom bathroom has been cleaned. This bathroom will be added to the daily house chore list. The classroom bathroom has been added to the internal facility/program monitor sheet. This sheet is used during the weekly walk through by the staff to ensure regular monitoring of that area.

- c. Clean the area around the bottom of the toilet in the upstairs bathroom.**

Response – The base of the toilets have all been cleaned in the youth bathrooms in the Dempsey home. This too will continue to be on the weekly facility monitoring sheet to be check by the supervisory staff on a daily basis.

2. Flanagan

Recommendation

- a. Repair and/or replace torn loveseat in the living room**
- b. Clean the carpet throughout the home.**
- c. Replaces the missing slates on the window covering.**
- d. Clean the paper towel holder and trash bin in the bathroom.**
- e. Clean the interior and exterior of the stove.**
- f. Replace the dirty and worn pots and pans.**

Response

We have requested funding to replace this furniture. This should occur by early 2006. For the present time, a work order has been generated to repair the couch.

We have generated a work order to get all of the carpets steam cleaned. We have also put in a capital request to get new carpeting next year.

The missing slats in the blinds have been replaced.

The paper towel holder in the bathroom has been dusted. The trashcan has been cleaned.

The interior and exterior of the stove has been cleaned.

We are in the process of replacing the most worn pots and pans. All of the cooking ware has been cleaned and checked for damage.

II. Program Services

Recommendations

There are no recommendations for this section.

III. Educational and Emancipation Services

Recommendation

There were no recommendations for this section.

IV. Recreation and Activities

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Recommendations

Girls and Boys Town management provide children with the required minimum base allowance.

Response

All youth in the program, in both the Dempsey and Flanagan homes, and future youth, now receive a minimum of \$7 of allowance. We have created a spreadsheet of all youth served between November 2004 and September 2005 so that we can pay these youth the balance of their allowance. The following plan has been implemented: All county social workers will be sent a letter notifying them of our intent to pay the youth and requesting a forwarding address. All county social workers will also receive phone calls regarding this issue. All phone correspondence will be documented. When we receive a forwarding address, a check will be mailed to the youth. We will also keep copies of all checks mailed.

Should you have any questions or concerns regarding this corrective action plan please contact the program director at 323 732-2600.

Respectfully,



Keith E. Diederich, M.S.
President and CEO

CC: Neda Zaengle - Program Operations Manager
Jasmine Khan - Program Director